

Supplemental Information: Mandatory Scored Response Worksheet

Additional Information is provided below in response to the Mandatory Scored Response Worksheet.

Mandatory Specification #1: System Compliance

1	Describe your web application and how it can be used for citation payments, permit payments, appeals, permit waiting lists, and updates of vehicle and customer information.
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The proposed AIMS Web+ is a browser-based application that provides complete and intuitive self-service for citation, permit and parking fee payment. AIMS Web+ provides a controlled permit registration process based upon customer classifications, determines ability to join a waiting list, allows for online appeals, vehicle and customer information updates.

AIMS Web+ connects in real-time to authenticate your users and displays real-time parking information to the customer. The following features are included with AIMS Web+:

AIMS Web+ Customer Self-Service Summary
Log in through Single Sign On Portal (LDAP, Active Directory, Shibboleth, etc)
View Parking Account Information
Appeal Request
Permit Registration
Permit Change Requests
Join/Leave Waiting List
Secure Online Ticket and Permit Payment
Temporary Permit Purchase and Print

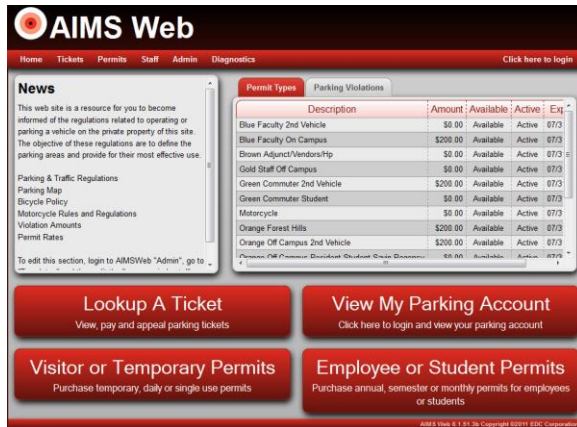
AIMS Web+ also includes a staff interface for designated parking department users to view AIMS information, generate reports, and process appeal requests through a web browser, smart phone or tablet from any location.

The Staff Interface includes the following features:

AIMS Web+ Staff Interface Summary
View Real-Time Waiting List, Ticket Issuance, Ticket Appeal, and Permit Capacity Information in a graphical format
Generate, View and Print AIMS Reports
View and Adjudicate Online Appeals
View customer ticket, permit and vehicle records
All browsers, smart phones and tablets supported

Screen shots of AIMS Web+ are included below **(PROPRIETARY)**.

AIMS Web+ Sample Home Page: Access to online services is available from the home page.



- Includes Section for Parking Department News/Regulations
- Broadcast your Permit Types, Rates, and Parking Violations Directly Onscreen
- Directs Users to Available Permit Types/Locations
- Easily Accessible Buttons for Login, Ticket Payment and Appeal, Parking Account Review, and Permit Purchase
- Easy to Use Branding Tool: Use University Color Scheme, Logo, Verbiage

AIMS Web+ Sample Account Viewing Page:



- Authenticate through Campus Single Sign On Portal
- View Account Balance
- View/Pay/Appeal Citations
- View Permits (Permission to Request Changes Optional)
- Purchase/Renew Permits
- View Contact Information (Permission to Edit Optional)
- View Vehicles
- View Waiting List Entry

Mandatory Specification #2: System Compliance

2	How can this system be configured to meet business requirements (e.g. fine accumulations, late fees, lot names & spaces, etc.) which can modified in the future without vendor involvement?
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The AIMS Administration Menu is designed for configuring all aspects of the system to meet your business rules. This includes field labels, field types, permit rates, fine schedules, citation amounts/increases, notice scheduling, permit availability rules, invoicing rules, lots, capacities, inventories, payment types and more. All information selected from pick-lists in the system is user-

defined.

EDC configures the AIMS system per your business rules as part of the implementation process. All system settings/rules can be modified at any time through the Administration Menu without relying on EDC. Business rules and system settings are not hard-coded into the system and can be modified at any time.

Mandatory Specification #3: System Compliance

3	Explain how this system provides a task scheduler configurable by date, day of the week or time which shall run unattended on the server without an operating or system user logged in (e.g. system maintenance, reporting, notices/statements, email processing, fine escalation, etc.).
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The AIMS task scheduler is configured by AIMS Administrators and includes the ability to schedule built-in AIMS System Processes such as fine escalation, invoice/notice generation, permit expiration and inventory updates, ticket and permit status changes. The task scheduler also allows for automated scheduling of file imports (i.e. person import from Banner) and exports (i.e. export of outstanding charges or holds to Banner). Any AIMS report can be scheduled to email to designated AIMS users. All tasks run unattended on the AIMS server and do not require a system user to be logged in or to initiate the process. Processes can be scheduled to run on a daily (at designated intervals during the day), weekly (on specified days of the week), monthly (on specified days of the month), yearly, and custom schedules are supported.

Mandatory Specification #4: System Compliance

4	Describe the system's ability to store scanned images and other attachments. (After scanning said images, a visual indicator should display on records with attachments).
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Any electronic file can be manually attached to a record within AIMS. To attach a scanned image/document, the user brings the record up in AIMS (ticket, permit, customer record), clicks the Attachments tab, browses to the scanned image/document and double clicks to attach it to the record. The attachments tab lights up in red.

In addition to manually attaching files/scanned documentation, AIMS automatically attaches pictures and voice memos captured during ticket issuance to the ticket record and any letters sent out to the pertinent record (ticket, account, permit).

All attached records can be viewed, printed and exported from AIMS.

Mandatory Specification #5: System Compliance

5	Explain if and how the system allows for data, data code, and status changes without jeopardizing historical data (i. e. fine amounts., officer badge numbers, etc).
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The AIMS Administration menu allows for data, data code and status changes without jeopardizing historical data. Settings within Admin allow you to reuse codes for items such as violation codes and badge numbers and set an active date range for the data value.

Mandatory Specification #6: System Compliance

6	Explain if the system provides a complete audit trail for data changes including financial operations, history of all citation transactions (voids, reductions, etc.), notices/invoices sent, re-assignment of citations & vehicles to another customer, permit inventory (including return and re-sell), and notes added. These should be user, date and time stamped.
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AIMS provides an audit trail of modifications and all transactions executed by a particular user. Transactions are date, user, IP address stamped and labeled with a transaction type and comment. Reports are provided by both user and transaction type.

All AIMS record screens (Account, Ticket, Permit and Vehicle) display a "Tracker" that includes a detailed audit trail for the record onscreen. All data entries, edits, financial transactions and other activity is recorded in the tracker. The tracker displays the transaction type, User ID, date/time stamp and IP address. Audit trails also exist for system-wide transactions, including AIMS automated system processes. Complete reporting is included in AIMS. The audit trail cannot be manipulated by any AIMS User or database administrator.

Mandatory Specification #7: System Compliance

7	Elaborate on the system's mobile option and ability for enforcement with real time data processing.
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The AIMS Mobile App is used for parking enforcement purposes, including citation issuance, plate/permit searching, boot/tow recording, and electronic tire chalking. The App is sold with a Bluetooth thermal printer.

The AIMS Mobile App operates on Android Smartphones/Tablets that would be procured by Columbus State University from the source of your choice. The App communicates with the AIMS application server in real-time through secure WiFi and/or Cellular network. You may choose to procure the Android device with or without a data plan. The App communicates directly to the AIMS Server via https through port 14004 tcp.

Upon entry of a permit or plate, the Mobile App searches the AIMS database in real-time and displays the relevant information to the enforcement officer (permit status, assigned location, vehicle information, historical tickets, finances and any vehicle warnings). Upon ticket printing, the App transmits the issued ticket along with any attachments (pictures or voice memos) to the AIMS system in real-time. Data is also stored locally on the device in the event that a wireless signal is unavailable. As soon as the officer enters a hotspot, the data will automatically send without user intervention.

Mandatory Specification #1: Payment Management

1	How would you explain the system's ability to restrict permit sales until all citations are paid and to alert cashier if there is a hold on customer account & previous NSF?
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The AIMS Web+ module has an Administration panel that allows parking administrators to restrict purchasing permits until all outstanding items are paid.

Within AIMS, a cashier is notified directly onscreen of any outstanding balance via a pop-up. Accounts marked as "NSF" also display a pop-up message to the cashier.

For accounts on hold, the ticket status is changed to Hold. This can be viewed on both the Ticket and Account screens. A pop-up message may also be manually added to the record.

Mandatory Specification #1: Citation Management

1	Report on the capability for automatic upload and hand entry of citations including public and private comments through the use of this system.
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The AIMS Mobile App, used by enforcement officers to issue tickets automatically transmits the citation to the AIMS database upon ticket printing. Public comments can be selected or entered and print on the ticket. Private comments can also be selected, entered or recorded and are not displayed to the offender, but appear within AIMS for in-office viewing. This includes all information associated with the ticket including comments, pictures and any voice memos. A cradle/docking station is not necessary. A batch upload function can be initiated by tapping a sync icon.

Hand written tickets can be entered directly on the ticket screen within AIMS. The AIMS user enters or selects from pick-lists all information collected with the ticket. This includes both public and private comments.

Mandatory Specification #2: Citation Management

2	Explain how the system provides tracking of vehicles that are booted, towed or approved for boot/tow, the status & location of booted vehicles as well as any fine/fee accruals.
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The AIMS systems allows administrators to define the criteria required for a vehicle or account to be Boot/Tow eligible. Some of the selectable criteria can include any of the following:

- Number of unpaid tickets
- Number of tickets older and/or younger than x days
- Number of Tickets issued after or before user-defined date
- Number of appeal denied within x number of days
- Number of specific violations
- Number of tickets with specific statuses
- Account balance greater than or equal to x
- Ticket balance greater than or equal to x

You may choose to use any combination of this criteria. AIMS automatically adds the Warning Message to the vehicle when it meets your designated criteria.

The AIMS Mobile App searches AIMS in real-time as a vehicle is entered. A custom message displays if the vehicle is eligible for a boot/tow. This same message appears within AIMS and reports can be printed for those not using the Mobile App.

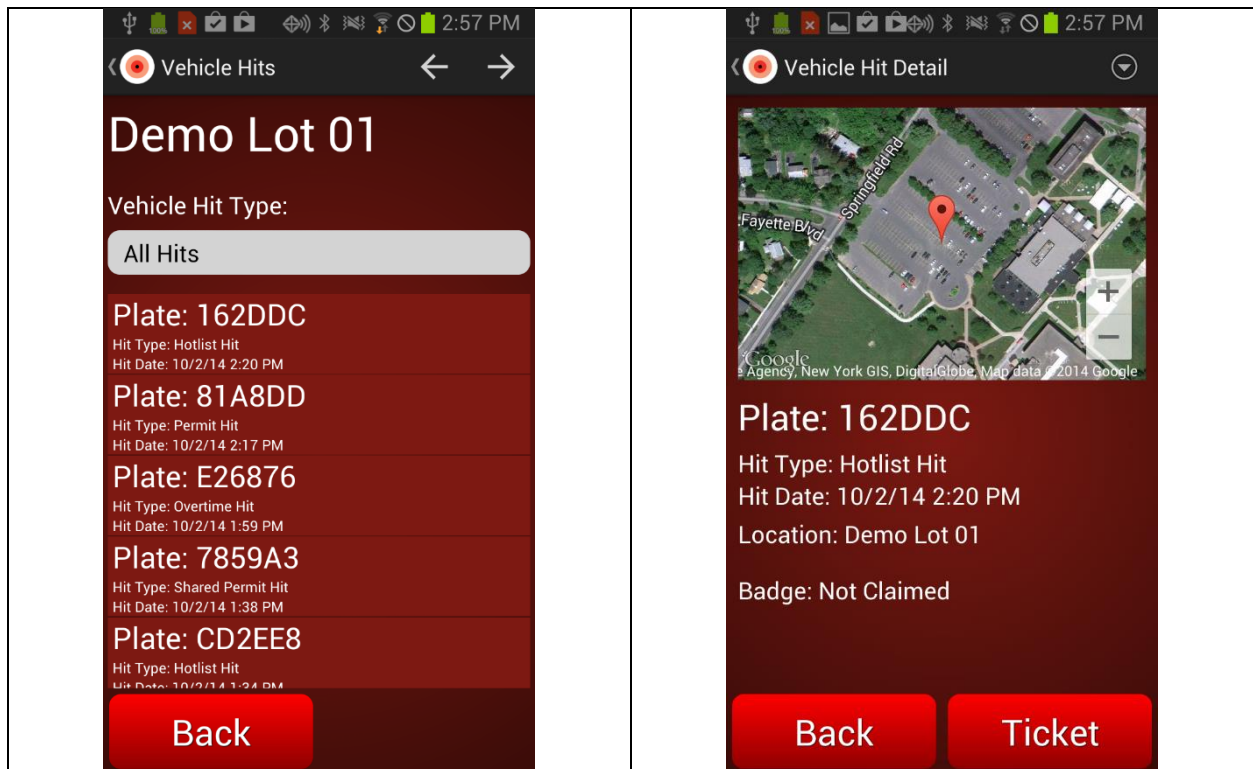
Citations for boot or tow can be issued from the AIMS Mobile Enforcement App and fees may accrue. The officer can mark comments indicating the boot/tow location. These comments will display with the citation record and can also be entered on the vehicle screen.

Mandatory Specification #3: Citation Management

3	Explain if the system is able to be configured for future use of License Plate Recognition (LPR) software.
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This proposal includes the AIMS Enforcement API, which allows AIMS integration with LPR systems. The AIMS Enforcement API retrieves "hits" from the LPR system in real-time for enforcement purposes. In addition, the API transmits permit and vehicle information from AIMS to the LPR system.

"Hits" appear on the AIMS Mobile Apps on a graphical map. An officer can "claim" the hit and issue a ticket to the vehicle in question. A screen shot from the AIMS Mobile App is displayed below:



Pricing for the AIMS Enforcement API is included in the cost proposal. The Enforcement API connects in real-time with LPR cameras, as well as meter and pay-by-phone systems.

In addition, Columbus State University can choose to purchase the AIMS LPR hardware directly from EDC at any time in the future. The AIMS LPR Module includes Genetec AutoVu cameras with installation and training provided by EDC Corporation.

The AIMS LPR Module provides a complete turn-key solution for Mobile LPR. With the AIMS LPR Module, permits (virtual or physical), boot/tow lists, and repeat offenders are transmitted to the vehicle in real-time. Vehicle reads, hits, images, lot occupancy counts and reports are stored and accessible within AIMS. The enforcement officer can choose to issue a citation from the vehicle or via the AIMS Mobile Enforcement App. Citations can be printed and/or emailed to the customer.

Mandatory Specification #4: Citation Management

4	System must store and display hits and reads generated from License Plate Recognition (LPR) software without the need for opening a third-party application.
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The AIMS LPR Module, included within this proposal, stores all vehicle reads, hits, images, and lot occupancy statistics. There is no need to use a third-party LPR server system to view any read or hit information. AIMS displays this information on a map, in a list, or via a report. Vehicle reads and hits can be searched. AIMS displays both the context image and plate image captured from the LPR camera with each record.

Mandatory Specification #5: Citation Management

5	System must display lot occupancy data in graphical form from read data gathered by License Plate Recognition cameras. Lot occupancy graphs must have the option to compare to previous time periods.
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The AIMS LPR Module stores vehicle occupancy by location for unique reads captured from LPR cameras in a user-defined time period. Graphs are displayed directly in AIMS and provide a visual of lot occupancy trends over a period of time. Graphs also allow you to compare occupancy counts across all locations on campus. Reports can also be generated.

Mandatory Specification #1: Reporting/Data Management

1	Provide insight on the system's full library of reports as well as a tool for generating ad hoc reports.
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AIMS contains 150+ pre-defined reports concerning citation, permit and financial information. All reports (except where not-applicable) are date or date range driven and may be sorted in a variety of ways. In addition, specific reports allow you to filter your data by items such as permit type, location, violation type, statuses, customer type, payment types, cashiers, etc.

All reports can be printed, saved as PDF and exported to MS Excel. AIMS includes the ability to automatically email reports to designated staff on your custom schedule. All AIMS reports can be generated from any web enabled device (smartphone, tablet, etc.).

AIMS also includes a built-in report designer which allows you to create your own reports based upon AIMS templates. EDC Corporation provides a data dictionary and the report designer uses an intuitive data set. A built-in query manager also exists within AIMS.

A listing of some AIMS pre-defined reports follows:

- Account Balance Owing
- Accounts on Hold
- Holds History
- Billing History
- Fees
- Overpayments
- Refunds
- Payment Plans
- GL Revenue
- Payments by Payment Type
- Payments by Payment Origin
- Payments by Cashier
- Payroll Permit Payments
- Permit Issued Total Amounts by Type and/or Location
- Permit Payments
- Ticket Payments
- Fee Payments
- Tow Payments
- Violation Payment Amounts
- Violation Payment Percentages
- Voided Payment Reports
- Issued Permits by Location, Type, Status
- Location Capacity
- Lot Utilization Statistics
- Percentage of Issued Permits by Type or Location
- Permit Holder Carbon Footprint Statistics
- Permit Aging Data
- Permits by Customer Category
- Permit Holders
- Unpaid Permits
- Wait List
- Appeal Results
- Billed Tickets
- Excessive Tickets on Customer Record
- Hearing Schedules
- Issued Tickets by Officer, Location, Violation and Status

- Unpaid Tickets
- Tickets without Owner Information
- Ticket Aging Details
- Voided Tickets by Badge and Location
- Scofflaws

Mandatory Specification #2: Reporting/Data Management

2	Explain if the system requires storing sensitive data and if so, how does the data stay secure (i.e. credit card, SSN, DOB, Drivers license, etc).
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AIMS does not require the storing of any sensitive data. AIMS does not collect, transmit or store cardholder data.

Columbus State University can choose to collect any custom field necessary to manage a customer's parking record. This typically includes University ID number, university category (student, staff, faculty, etc.) and name/address information. EDC does not recommend storing SSNs or other sensitive data within the AIMS system.

Our hosted environment all data is protected by firewalls and access to our hosted environment is only allowed from our Syracuse, NY corporate office, via secure login. Hosted servers are scanned quarterly by a third-party QSA to ensure that hackers cannot access the system.

The AIMS hosted environment is PCI DSS v 3.1 compliant.

Mandatory Specification #3: Reporting/Data Management

3	System must include at least 150 canned reports pertaining to finances, citations and permits.; without the need for utilizing a query builder.
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AIMS contains 150+ pre-defined reports concerning citation, permit and financial information. Reports can be generated by date range and data can be filtered based upon intuitive check boxes and drop down lists. Report generation is intuitive and simple.

All reports can be generated for output to pdf, cvs, or xls format and scheduled for automated email to designated end users.

AIMS does not require the use of a query-builder, 3rd party report designer, or SQL technical skills to pull data from the system.

Mandatory Specification #4: Reporting/Data Management

4	Explain how the system allows for direct Banner integration via a real time API.
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This proposal includes an automated, unattended batch interface to the Banner system. This proposal also includes the ability to retrieve demographic information in real-time as records are searched within AIMS, via a web service or database view provided by Columbus State University. This includes but is not limited to: account, ticket, permit, vehicle and payment creation and/or update.

Batch data transmittal includes but is not limited to account, ticket, permit vehicle, wait list and financial information both into and out of the AIMS system through file imports and exports. AIMS can read/write ASCII and Unicode character sets and can read/write fixed, delimited, CSV, XML, tape, and customized file formats. Standard batch data transmittal is included with AIMS unless the University requires additional customer transfers.

Automated batch transfers of charges, credits, and holds run unattended and are scheduled at your desired time interval (i.e. every 30 minutes, daily, nightly, etc).

Mandatory Specification #5: Reporting/Data Management

5	Supplier must explain in detail their Banner integration.
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AIMS can integrate with Banner to achieve a variety of Columbus State University's goals, including demographic import, export of citation and permit charges to Banner, import of payments from Banner, transmittal of a hold file to Banner and retrieval of a hold release file from Banner. The choice of integration depends largely on your end goals and where you will be accepting payments for parking tickets (parking office and/or bursar/business office).

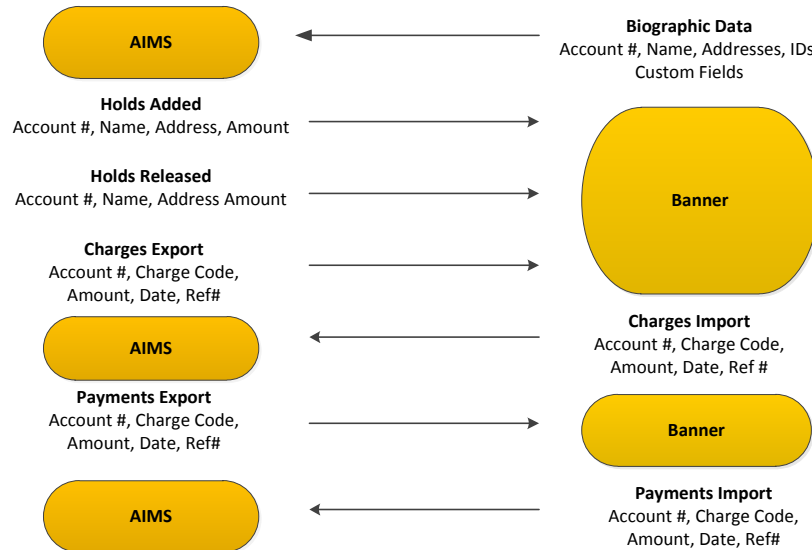
Data transmittal from/to AIMS and Banner can include any of the following:

Banner Interface Summary
Demographic Information from Banner
Citation Charges to Banner
Citation Credits to Banner
Citation Payments from Banner
Permits and Charges to Banner
Permits and Charges from Banner
Permit Credits to Banner
Permit Payments from Banner
Holds and Releases to Banner

EDC Corporation programs the Banner integration to fit your business needs and configures files to meet Banner's import requirements. AIMS has advanced configuration abilities for data field mapping, ordering, formatting and can work with file headers or footers. AIMS can automatically backup, copy, move, delete and process data files for both import and export through a scriptable and schedulable

procedure. AIMS can upload or download files to or from remote servers using: network shares, mapped drives, FTP, sFTP, and SCP. AIMS logs file transfers and reports on job status by date range and process name.

The diagram below illustrates AIMS/Banner capabilities:



Mandatory Specification #6: Reporting/Data Management

6	Supplier must provide five (5) instances at a university where they successfully implemented their system with a Banner integration. Provide references with contact information.
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Following is a listing of 5 universities where EDC Corporation provided an AIMS – Banner integration. A brief description of the way in which AIMS integrates with Banner at these universities is also included, to illustrate that the integration can take many different forms and is often configured to tailor to the needs of each customer's operation.

1. Georgia Southern University

Contact Information:

Kristi Bryant, Director of Parking & Transportation

912-478-7275

kbryant@georgiasouthern.edu

Georgia Southern University pulls a file of demographic information from Banner to AIMS. AIMS transmits a hold file to Banner when a customer has an outstanding citation charge. AIMS transmits a hold release file to Banner when a customer's balance has been paid in full. These file transfers run unattended on the AIMS server and are transmitted via sFTP to a designated location for pickup by Banner.

Demographic Import Process Description:

Georgia Southern will populate an ASCII file of name/address information, keyed off of the university ID and make this file available on the AIMS Server.

The AIMS File Processor can be setup to import an ASCII file on the AIMS Server according to a pre-determined schedule (i.e. Nightly at 11pm) through the Windows Task Scheduler or through AIMS.

When the job is executed, AIMS will locate the file and process all records in that file. AIMS will either update the existing account within AIMS or create a new account within AIMS based upon the account number provided.

AIMS Holds Exports Process Description: Once every 15 minutes (on the hour, 15 after the hour, 30 minutes after the hour, 45 minutes after the hour), AIMS will locate all tickets within the AIMS system that:

- 1). Belong to a 9000#
- 2). Have either never been sent in the Holds file before AND have a balance owing greater than \$0 or have previously been sent in the Holds file AND have a balance owing that is different than what was sent in the Holds file last time

These tickets will be written to the Holds file and placed on the server for Banner to pick-up. Once Banner has the file, Banner should delete the file from the server. Think of the Holds file as an **Add** of new records or an **Update** of existing records.

2. University of North Georgia

Contact Information:

Beverly Martin, Manager Parking & Transportation
706-864-1697

Beverly.martin@ung.edu

University of North Georgia pulls a demographic file of information from Banner to AIMS. AIMS transmits a hold file to Banner when a customer has an outstanding citation charge. AIMS transmits a hold release file to Banner when a customer's balance has been satisfied.

Demographic Import Process Description:

Banner will populate a file of demographic information and send that file to the AIMS secure server. Banner will plan on sending a full file of all users in Banner in the morning and then smaller files of new users into the system throughout the day. AIMS will be scanning the server for files and import those files into the AIMS system once the files are detected. AIMS will scan at a minimum once per hour. After AIMS processes the file, the file will be deleted from the secure server.

Hold Export Process Description:

Once per hour, AIMS will locate all tickets within the AIMS system that:

- 1). Belong to a 9000#

2). Have either: never been sent in the Holds file before AND have a balance owing greater than \$0 or have previously been sent in the Holds file AND have a balance owing that is different than what was sent in the Holds file last time

These tickets will be written to the Holds file and placed on the server for Banner to pick-up. Once Banner has the file, Banner should delete the file from the server. Think of the Holds file as an “Add” of new records or an “Update” of existing records.

3. University of North Carolina – Greensboro

Contact Information:

Robert Walker, Director Business Services and Systems
336-334-9709
robert.walker@uncg.edu

UNC Greensboro pulls demographic information from Banner nightly and also automatically refreshes demographic information each time and account record is brought up on screen, via a database view. UNC Greensboro exports outstanding tickets and permits issued to students for payment in Banner and issued to employees for payroll deduction.

Demographic Import Process Description:

Banner will populate a database view of demographic information and make this view available for query by AIMS. Banner should include all active users. AIMS will check this view each time an account record is brought on-screen within AIMS, just prior to generating any electronic batch letter correspondence and just after a user authenticates into the AIMS Web site.

AIMS Student and Employee Ticket Export Process Description:

Once every day, AIMS will run the Student Ticket Export batch process. The Student Ticket Export batch process has two parts. Records from each part are gathered and then written to the same data file. Once the data file is transferred to Banner (via a script), the data file should be deleted from the AIMS Server.

AIMS will have the ability to schedule and run this export process either daily, weekly, or monthly. Additionally this process can be triggered manually. When the export process runs, AIMS will generate an export of outstanding tickets that belong to employees and write that data to a file on the AIMS application server. Tickets included in this file will be marked as “Transferred to Payroll” within AIMS and will have a \$0 balance within AIMS. Tickets within the data file are imported into Banner HR and should show up as outstanding charges within Banner HR.

AIMS Student and Employee Permit Export Process:

Once every day, AIMS will run the Student Permit Export batch process. The Student Permit Export batch process has two parts. Records from each part are gathered and then written to the same data file. Once the data file is transferred to Banner (via a script), the data file should be deleted from the AIMS Server.

AIMS will have the ability to schedule and run this export process daily, weekly, or monthly. Additionally this process can be triggered manually. When the export process runs, AIMS will generate an export of

permits that belong to employees and which are marked as needing to have payment deducted by Payroll. Permits collected by this process are written to a data file on the AIMS application server. Permits within the data file are imported into Banner HR and should show up as deductions within Banner HR.

4. State University of New York Upstate Medical Center

Contact Information:

Tracy Minsterman, IMT Administration Info Systems
315-464-5540
minstert@upstate.edu

SUNY Upstate uses AIMS to import biographic information for Students from Banner and export permit charges to Banner, and transmit holds and releases for outstanding tickets to Banner.

Hold Process Description:

Once a day, AIMS will locate all tickets within the AIMS system that meet the following criteria:

- 1). Belong to a numeric account number.
- 2). Have either **never** been sent in the Holds file before AND have a balance owing greater than **\$0** AND are older than **28 days** AND has account category **EES, ES, ESN, S, SN** or have **previously** been sent in the Holds file AND have a balance owing that is different than what was sent in the Holds file last time.

These tickets will be written to the Holds file and placed on the server for Banner to pick-up. Once Banner has the file, Banner should delete the file from the server. Think of the Holds file as an "Add" of new records or an "Update" of existing records.

Tickets in a frozen status (such as pending appeal) will not be included in the Holds process. So a person who requests the appeal before the specified number of days will not have their ticket record included in the holds until the appeal has been processed.

Permit Charges Export Description:

Permits can be marked in AIMS as being billed to Student Accounts. The payment type code BILA is used to indicate that an item is billed to Student Accounts. When the BILA Export is run, AIMS locates any BILA payments that have not been exported before and then adds them to the data file. Afterwards these payments are marked so that they are not sent again.

BILA payments should be allowed to categories: **EES,ES,ESN,S,SN**

5. Georgia College & State University

Contact Information:

John Bowen, Manager Parking and Transportation Services
478-445-7435
john.bowen@gcsu.edu

GCSU imports demographic information from Banner and exports a holds file to Banner for accounts that have outstanding citations.

Demographic Import Description:

The Banner system will populate a file of demographic information for customers in the Banner system and send that file to the AIMS secure server. Banner should include either a file of all Active users in Banner. AIMS will check for the files once per day and import the file into the AIMS system when the file is detected.

When AIMS brings the record into the system, AIMS will check to see if the record already exists in AIMS.

- a. If the record does not exist, then AIMS will create a new record
- b. If the record already exists, then AIMS will update the record

After AIMS processes the file, the file will be deleted.

Holds Export Description:

Once every 15 minutes (on the hour, 15 after the hour, 30 minutes after the hour, 45 minutes after the hour), AIMS will locate all tickets within the AIMS system that:

- 1). Belong to a 9000#
- 2). Have either never been sent in the Holds file before AND have a balance owing greater than \$0 or have previously been sent in the Holds file AND have a balance owing that is different than what was sent in the Holds file last time.

These tickets will be written to the Holds file and placed on the server for Banner to pick-up. Once Banner has the file, Banner should delete the file from the server. Think of the Holds file as an **Add** of new records or an **Update** of existing records.

Mandatory Specification #1: Permits

1	Explain the system's ability to: record an unique permit effectively, issue an expiration date, show customer defined permit possession status indicators, include proration of permit prices based on user defined rules, assign multiple vehicles to a permit, and limit the number of permits a customer can purchase based on user defined rules.
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The AIMS Permit Screen allows for complete issuance of parking permits. A permit can have an issue date, effective (active date), and default expiration date. The permit screen displays the user-defined status indicator. Status indicators can be labeled to match your existing terminology, but typically include Active, Expired, Lost/Stolen, Revoked, etc. In addition, multiple vehicles can be assigned to a permit either through the online request or within the office. All of this information is entered/displayed on a single screen.

AIMS Admin allows you to define a prorate schedule for both issuance and refund. The prorate schedule can represent either a flat rate or percentage of the base permit amount. As a permit is issued or refunded, AIMS automatically assigns the rate based upon the current date.

AIMS supports custom availability rules, which can limit the number of permits a customer may purchase, limit the permit types a customer can purchase, limit the locations a customer may request, and determine which payment types they may use when purchasing.

Mandatory Specification #1: Customer

1	Elaborate on the system's ability to generate unique account numbers for each customer, track contact information and link multiple customers to a vehicle
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The Account Number within AIMS is the primary key for the customer record. In most installations, the customer account number matches the University ID number to make import of demographic information/export of financials much simpler. Alternatively, you may have AIMS automatically assign a configurable sequential ID number for customer records.

Multiple customers can be linked to a single vehicle. One customer is defined as the responsible party for the vehicle and would receive any charges related to parking citations. The responsible party is determined by a date-range and AIMS supports multiple responsible parties over time.

Mandatory Specification #1: Appeals

1	Explain the citation appeal process from start to finish with the system. When an appeal record is created the information relating to the citation must be automatically copied into the appeal record as the citation number is entered. Should adjust ticket status and ticket balance based on appeal status.
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Citation appeals may be submitted online via AIMS Web+ or manually entered within the AIMS System. When an appeal record is created (either in the software, or through the Internet), the information relating to a citation is automatically copied into the appeal record as the citation number is entered. This includes all information collected during ticket issuance, pictures and voice memos associated with the ticket, financial information and the responsible party.

To submit an appeal via AIMS Web+, the user either logs-in with their single sign-on credentials or enters the ticket # and plate #, then selects the ticket they wish to appeal. The customer can view a complete reprint of the citation, all pictures taken, current status and amount outstanding. The customer is prompted to enter their reason for appeal and also has the option of uploading their own attachments with the appeal.

Appeal requests are sent to AIMS real-time. A single Adjudication screen is used to process requests. The AIMS User can view all ticket information from the Adjudication screen. Adjudication can consist of

denying the appeal, reducing the fine (partial appeal), or approving the appeal. AIMS will generate a custom notification letter to mail or email to the customer as each record is processed.

AIMS automatically adjusts the ticket status upon adjudication. Ticket statuses are completely user-defined, but are typically labeled as Appeal Approved, Appeal Denied, etc. Financial information is

These reports can be automatically emailed to designated parties on your defined schedule.

Mandatory Specification #1: Technical Implementation

1	Explain the parking management software licensing option(s)
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This proposal includes an AIMS 2 Concurrent User license and AIMS Web+ for customer parking self-service. This configuration will allow 2 of Columbus State University's in-office parking staff access to the AIMS system at a single time and multiple web users access to pay tickets online, appeal tickets, and purchase permits. Please refer to the attached EDC Response Cost Proposal Options ES-RFP-53000-164 document for cost and support for additional AIMS licenses.

This proposal also includes 5 AIMS Mobile Enforcement Apps with Zebra ZQ510 Bluetooth printers. The Mobile Enforcement App runs on an Android smartphone or tablet that Columbus State University would procure from the carrier of your choice.

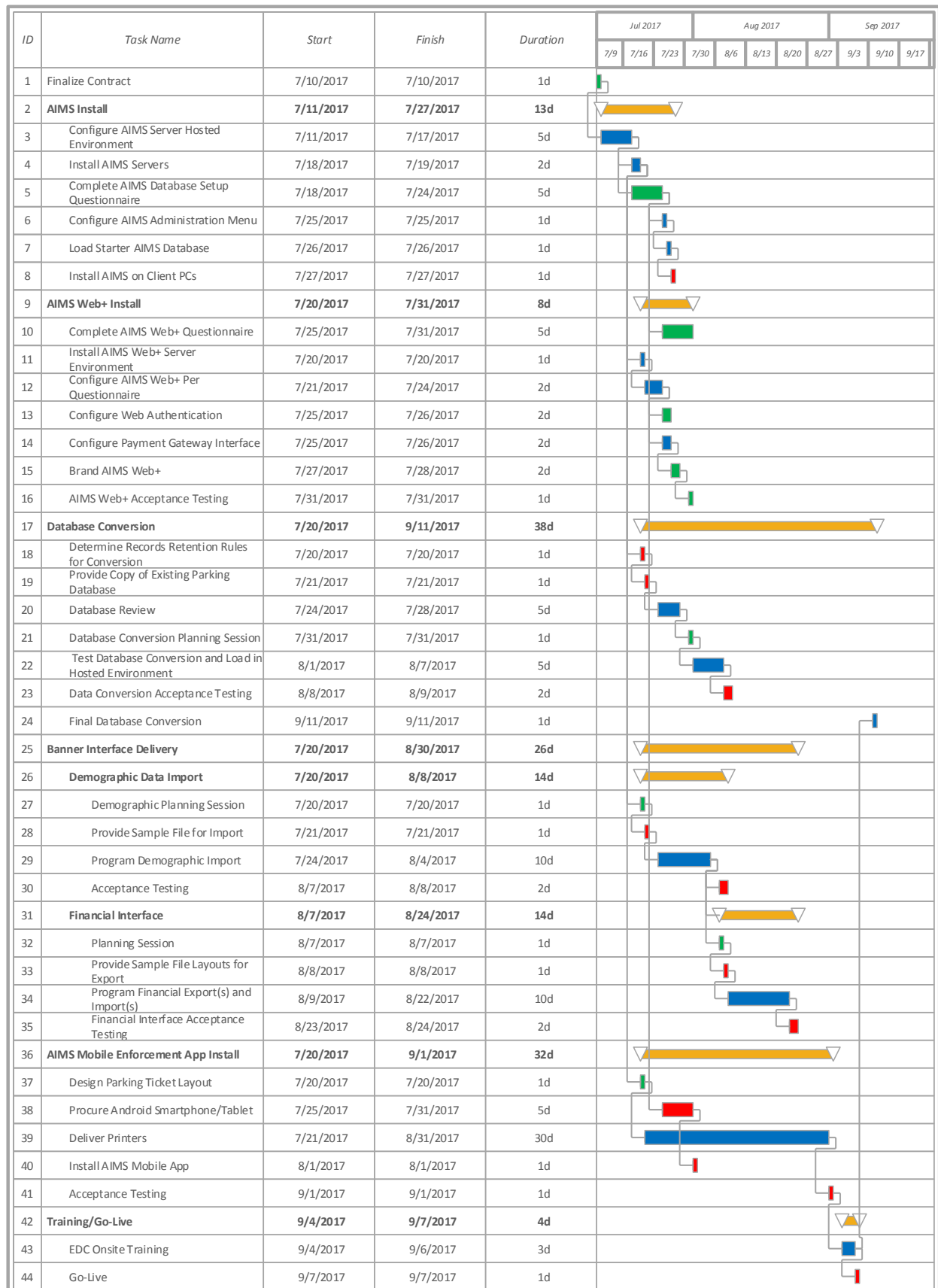
Mandatory Specification #2: Technical Implementation

2	Provide detailed implementation plan, statement of work and timelines.
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AIMS Implementation Plan:

The Project timeline is outlined below, including an implementation plan with corresponding Gantt chart. EDC estimates project completion 8 – 12 weeks from start date.

The Gantt chart below represents all project tasks, duration and responsibility. Tasks in Red indicate Columbus State University responsibility, tasks in Blue indicate EDC responsibility and tasks in Green indicate collaboration between Columbus State University and EDC.



Statement of Work:

This Statement of Work encompasses delivery of all functionality, features, and interfaces indicated throughout the proposal, as well as consultation, implementation and training per your requirements. The hourly rate for custom programming of functionality not specified within the statement of work and this proposal is listed in the attached EDC Response Cost Proposal Options ES-RFP-53000-164.pdf.

Mandatory Specification #3: Technical Implementation

3	Explain how many on site support visits are possible and can be offered during implementation and startup.
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This proposal includes unlimited remote support during the implementation and startup period. On site support visits are possible at the rate indicated in the attached EDC Response Cost Proposal Options ES-RFP-53000-164.pdf. This proposal includes EDC Corporation 3 days on-site training immediately prior to startup. Remote technical support is provided during system implementation, as that allows EDC to continue work on the implementation. Columbus State University may choose to purchase additional onsite support visits, onsite training and remote training at the rates quoted in the attached EDC Response Cost Proposal Options ES-RFP-53000-164.pdf.

Mandatory Specification #4: Technical Implementation

4	Explain what is covered in the Support and Maintenance agreement. Things that should be considered to be covered are printers, tablets, client software, server software and upgrades, patches and fixes as specified in RFP etc..
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The AIMS Support and Maintenance Agreement covers all proposed software and hardware, including all new release software with no extra charge. EDC Corporation also maintains the complete hosted AIMS environment, including maintenance of all server software and hardware upgrades.

The AIMS Mobile App is fully supported on the Android tablet or smartphone chosen by Columbus State University, per the listing provided within this proposal. The Zebra ZQ510 printer hardware is also maintained and supported by EDC. EDC will assist with trouble-shooting of any issues related to the tablet/smartphone, including configuration of the AIMS Mobile App and server/printer connectivity issues. Resolution of any hardware issues related to the tablet/smartphone itself is the responsibility of Columbus State University. This would include hardware failures.

Software Support is provided to clients as a means to assure optimal performance of various software applications produced by EDC Corporation. The specific goals of Support Services are to provide day-to-day user support; application up-grades; patches; documentation as released; technical support; and Internet application support.

A listing of Software Support services follows.

Software Support is provided 24/7, exclusive federal holidays, and includes:
All New Release Software and Documentation
800 Telephone Support
Remote Support Access via WebEx, VNC, PC Anywhere or Similar Products
Email Support
FTP Access
Customer Support History
Online Knowledgebase
Online System Tutorials
Technical Software Support
Hardware Troubleshooting

Contacting EDC

Support staff may be contacted via e-mail, toll-free telephone, fax, or mail:

EDC Corporation
13 Dwight Park Drive
Syracuse, NY 13209
800.886.6316
315.706.0330 (Fax)
support@aimsparking.com

Support communication is acknowledged via telephone or e-mail. Support issues are assigned a trouble ticket ID number and you are provided with a log in to view the status of past and present issues.

Patches are installed directly on your hosted server by EDC and automatically pushed to the Client PCs. With the customer's permission, EDC will provide remote support using programs or utilities such as PC Anywhere, WebEx, VNC, VPN, Remote Desktop, etc.

Documentation updates are included in AIMS Help and in our online knowledgebase.

AIMS is delivered with a report generator to assist clients that have necessary technical skills in creating their own reports. There is no charge for the use of this tool. Clients may contact EDC for custom report generation should they not have local technical support. Custom report generation is quoted at our hourly rate.

Hardware Maintenance: Bluetooth Zebra Printer

Hardware maintenance includes preventative maintenance, remedial maintenance, and depot repair. Additional charges apply for abuse, as defined by manufacturer.

Mandatory Specification #1: Invoicing Notices

1	Letters/notices should have capability to be drafted by a word processing software (e.g. Microsoft Word) or sent via email. Custom coding should not be necessary. Explain how proposed system would accomplish this.
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Custom coding is not necessary to generate notices from AIMS. Notice templates are configured within the AIMS Report designer. To create templates, the user modifies an existing template within AIMS to add your desired verbiage, logos, and choose which fields you would like displayed within the letter.

Letters/notices can include ticket billing letters, permit billing letters, account billing letters, Quickletters (letters sent to individual related to record on screen), appeal decision letters, and batch letters to a group of permit holders or customer types.

All letters can be emailed directly through AIMS or printed and mailed. AIMS automatically attaches a copy of the letter to the customer's record for viewing and/or regeneration.

Mandatory Specification #1: Supplier Experience/History

1	Supplier must provide five (5) instances where they successfully implemented their system at a college or university located within the State of Georgia. Provide references with contact information.
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Following are five instances where AIMS has been successfully implemented at a college or university located within the State of Georgia:

Georgia Southern University

Kristi Bryant
Director, Parking Services
912-478-7275
kbryant@georgiasouthern.edu

Georgia College and State University

John Bowen
Senior Manager, Parking and Transportation Services
478-445-7433
John.bowen@gcsu.edu

University of North Georgia

Beverly Martin
Parking Services Coordinator
706-864-1697
bmartin@northgeorgia.edu

University of West Georgia

Ely Elefante
Assistant Director, Parking Services
678-839-5208
eelefant@westga.edu

Augusta University

David Santa Ana
Director of Parking and Transportation
706-446-0254
dsantaana@augusta.edu

Mandatory Specification #2: Supplier Experience/History

2	Supplier must provide one (1) instance at a university where they successfully integrated with People Soft. Provide references with contact information.
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AIMS integrates with People Soft at several Universities, including North Carolina State University. NCSU transmits payroll deduction files to People Soft and uses AIMS to reconcile with People Soft. Contact information is below.

Catherine Reeve
Transportation Director, NCSU
919-515-1364
Cgreeve2@ncsu.edu

Mandatory Specification #3: Supplier Experience/History

3	Supplier must provide five (5) examples where they successfully integrated with mobile pay platforms.
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AIMS integrates with a multitude of mobile parking payment platforms, including ParkMobile, Passport, PaybyPhone, Whoosh!, Pango, Honk Mobile, S-Park, Telepark and RTP. Following are five examples of AIMS users that integrate with Pay by Phone Systems:

- University of Calgary
- CSU San Marcos
- University of Windsor
- City of Syracuse, NY
- City of Las Vegas, NV

Mandatory Specification #4: Supplier Experience/History

4	Supplier must have been in business for at least ten (10) years and provide a summary of their company. Provide references with contact information.
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EDC was incorporated in 1995, and has over 20 years' experience dedicated to providing user-friendly software for University, Municipal, Hospital, and Airport parking operations across North America. EDC Corporation provides products exclusively for the AIMS Parking Management Solution. Our products and services are exclusively tailored for the parking industry.

Parking departments across the United States and Canada utilize the proposed AIMS System to manage all aspects of their parking permit and enforcement operation. EDC Corporation has grown over the years, which has led our AIMS software to become the most comprehensive, yet user-friendly parking management system available on the market today. Our company growth and software enhancements have been guided by the industry in general and our clientele in particular. Over 130 parking departments have streamlined their operations with the AIMS solution.

At EDC Corporation, all software support and programming are performed by our software engineers in our Syracuse, NY headquarters. In addition to our headquarters, EDC Corporation has regional offices in California, Texas and Ontario, Canada that facilitate client account management and sales associated with AIMS.

Annually, we host our AIMS User Group Conference, which consists of all participating AIMS users within North America. This group consists of Universities, Colleges, Municipalities, Airports and Hospitals. Each year, our AIMS User Conference features an overview of all new system functionality, introduction of new software modules, customer presentations, and the opportunity for clients to provide us with valuable feedback.

University References:

Five university AIMS references are listed below. We encourage you to reach out to our customers for their opinion on AIMS and the service provided by EDC Corporation.

Customer	Project Scope
Georgia Southern University Kristi Bryant Director, Parking & Transportation kbryant@georgiasouthern.edu (912) 478-7275	<ul style="list-style-type: none"> Go Live: June, 2011 (Upgrade from T2 PowerPark) 15 User, Oracle Database, AIMS Web+, AIMS Mobile Enforcement, LPR Enforcement Database Conversion, Training Banner Integration: Demographic Import, Holds Transfer
North Carolina State University Cathy Reeve Transportation Director Catherine Reeve 919-515-1364 Cgreeve2@ncsu.edu	<ul style="list-style-type: none"> Go Live: April, 2015 (Upgrade from T2 PowerPark) 20 User, Hosted System, AIMS Web+, AIMS Mobile Enforcement, Gate Arm Integration Database Conversion, Training People Soft Integration: Demographic Import, Payroll
University of North Georgia Beverly Martin Manager, Parking & Transportation 706-864-1697 Beverly.martin@ung.edu	<ul style="list-style-type: none"> Go Live: March, 2012 (Upgrade from BossCars) 7 User, Hosted System, AIMS Web+, AIMS Mobile Enforcement Database Conversion, Training

	<ul style="list-style-type: none">• Banner Integration: Demographic Import, Holds Transfer
University of Missouri at Kansas City Michelle Cone Manager, Parking Operations 816-235-5256 conem@umkc.edu	<ul style="list-style-type: none">• Go Live: May, 1996 (Upgrade from Homegrown System)• 7 User, MS SQL, AIMS Web+, AIMS Ticketer• Database Conversion, Training• SIS Integration: Demographic Import, Financial Transfer
University of Pennsylvania Brian Manthe Director of Business Services 215-898-5477 mantheb@upenn.edu	<ul style="list-style-type: none">• Go Live: March, 2006 (Upgrade from Homegrown System)• 10 User, Hosted System, AIMS Web+, AIMS Ticketer• Database Conversion, Training• Payroll Integration

EDC Corporation is a member of several parking organizations including:

- International Parking Institute
- Parking Association of Georgia
- Mid-South Transportation and Parking Association
- Campus Parking and Transportation Association
- New England Parking Council
- Big Ten/Midwestern Universities Transportation and Parking Conference
- Texas Parking and Transportation Association
- California Public Parking Association
- Florida Parking Association
- Carolinas Parking Association
- Southwest Parking and Transportation Association
- New York State Parking Association
- Pacific Intermountain Parking & Transportation Association
- Canadian Parking Association

Overall, EDC Corporation has a great reputation of customer satisfaction and meeting the needs, deadlines and goals of all projects, no matter the size.